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Attorney Docket No.: 27996-133

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2842



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr.

Examiner:

Nguyen, Quynh H.

Serial No.: 09/745,305

Group Art Unit:

2642

Filed: December 21, 2000

Confirmation No:

2060

Attorney Docket No.: 27996-133

Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

MAIL STOP AMENDMENT

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Sir:

Transmitted herewith for filing in the present application are the following documents:

1. Response Under 37 C.F.R. 1.111 [6 pgs.]; and
2. a Return Postcard.

The Director is hereby authorized to charge any additional fees that may be due to Deposit Account No. **50-0311**, Ref. No. **27996-133**, Customer No. **35437**.

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at 212-935-3000.

Date: January 27, 2006

Respectfully submitted,

Boris A. Matvenko

Reg. No.: 48,165

Attorney for Applicant

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Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Attorney Docket No.: 27996-133 (formerly
103180-45024)
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

Mail Stop: Amendment

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE UNDER 37 C.F.R. 1.111

Sir:

In response to the non-Final Office Action, dated October 27, 2005, please consider the following remarks.

Remarks/Arguments begin on page 2 of this paper.